e-Work Benefits

• **Automate** everyday manual processes that divert employees from their higher-value activities

• **Empower** staff with the personalized information they need to take action at each stage of a process

• **Develop** process solutions that are tailored to your unique business needs

• **Integrate** legacy and other system data with a unique process layer to give the whole enterprise greater functionality

• **Optimize** processes easily and continuously to accommodate business changes and opportunities

• **Track** the return on your investment in weeks or months, not years

"Metastorm is further down the road to delivering real BPM than many of its competitors."

– The Butler Group

Why Do Organizations Need Metastorm e-Work?
Because Time Spent on Manual Processes is Value Taken from the Bottom Line

The bottom line is as much defined by efficient use of resources as it is by achieving revenue and profitability. That's why it's critical for every person in your organization to focus on their primary functions, not the everyday, manual tasks that take up precious time and rob you of efficiency. These are better handled by automated processes, which play a significant role in defining your ability to be competitive, productive and profitable.

But are the processes efficient? What are the hidden costs of inefficient or non-existent processes? How about the resulting cost of lost opportunities and competitive advantage? All these factors affect the bottom line.

What surprises many is that even with all the investments in IT infrastructure to enable efficiency during the 90s, well over 90 percent of organizations still have manually driven, paper-based and costly business processes. If addressed with e-Work, Metastorm's Business Process Management (BPM) framework, this problem can bring about the final goal of enterprise automation and have a positive impact on the bottom line.

Sample Process For Business Services: Law Firm Client Matter
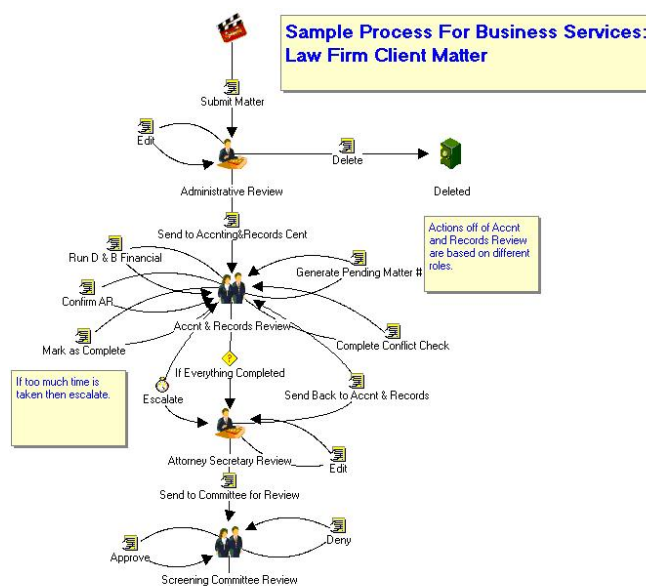
Vertical Market Solutions

Business Services: Contract Administration, Claims and Correspondence Management, Conflict Processing, Client Matter Intake

Government & Education: Fulfillment of Freedom of Information Act requests, Management of Correspondence, Facilities, Budgets, Citizen Response/311 Systems, Entitlement/Fraud and Case Management

Manufacturing, Retail & Distribution: Job Costing, Product Configuration, Product/Change, Standard Operating Procedures, Order Management, Service Level Agreement Management

Financial Services: Reporting and Compliance Procedures, Resource allocation, budgeting and planning

"By 2005, at least 90% of large enterprises will have BPM. Enterprises that continue to hard-code, or insist on manual process steps and do not incorporate BPM's benefits, will lose out to competitors that adopt BPM."

– Gartner Group

e-Work Saves Time & Money

Lowers cost of relying on IT staff. Non-technical process owners use the e-Work Designer, a graphical tool that creates the skeleton of a process - mapping its pathways, defining the stages it goes through and the actions users take, and labeling the users who take the actions, manage exceptions and track the progress.

Prevent duplication or omission of steps through streamlining of people-intensive processes. Fewer errors and faster response times result when process owners create and modify their own processes with sequential, conditional and parallel pathways.
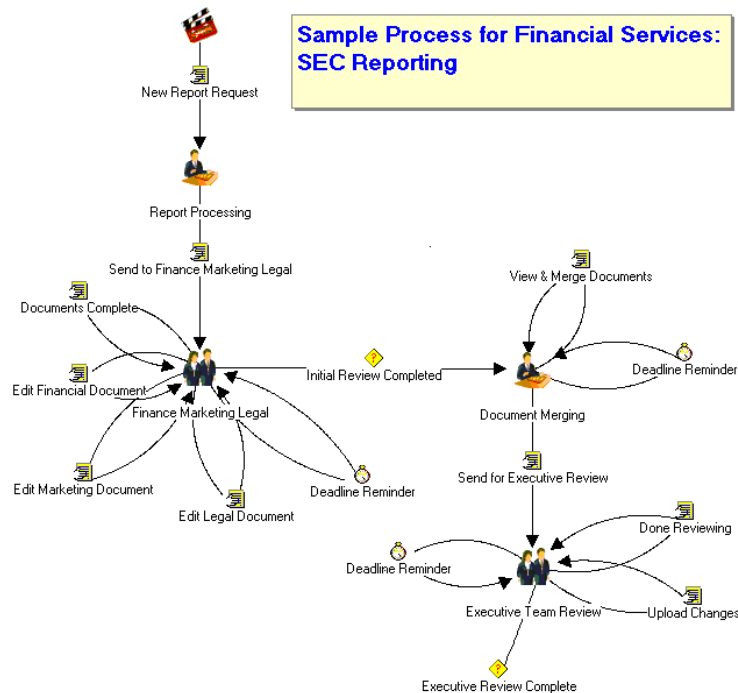
Cut costs associated with paper-based processes. With e-Work users create or import electronic forms that capture and display the information they need to complete their step in a process. Costs for printing, copying, storing, retrieving and mailing paper forms go down, or may be eliminated altogether.

Avoid unnecessary meetings by maintaining appropriate levels of process control. e-Work's out-of-the-box Watch list lets users track the progress of items that they originate, handle at some point in a process, allocate to team members, or that require quick response.

Reduce time spent on gathering information. e-Work automatically collects data regarding a process and the content in the forms to generate real-time and snapshot reporting. This gives process owners and management the opportunity to make adjustments if needed, and turns information into knowledge.

Sample Process for Financial Services: SEC Reporting

New Report Request

Report Processing

Send to Finance Marketing Legal

Documents Complete

Edit Financial Document

Finance Marketing Legal

Initial Review Completed

View & Merge Documents

Deadline Reminder

Document Merging

Edit Marketing Document

Deadline Reminder

Edit Legal Document

Send for Executive Review

Deadline Reminder

Executive Team Review

Done Reviewing

Upload Changes

Executive Review Complete

Departmental Solutions

IT: IT Help Desk, Project Management, Service/Equipment Requests, Inventory Control, Maintenance Renewals, Policies and Procedures

Human Resources: New Hire/Termination, Leave Requests, Time and Attendance, Employee Reviews, Employee Self Service, Applicant Tracking, Staffing Requests, Training Requests, EEOC Compliancy

Finance: Purchase Requisitions, Claims Processing, Collections, Credit Requests/Authorization, Expense Report Management, Grant Management, Financial Consolidation, Budget Planning, and Invoice Management

Operations: Product Change Management, Regulatory Compliancy, Job Costing, Product Configuration, Performance Reporting, Research Management, Operating Procedure Management, and Supply Chain Management

Sales & Customer Service: Complaint Tracking, Lead Tracking, Service Level Compliancy, Correspondence Management, Problem/Resolution Management, Order Management, and Literature/Sample Requests

"Metastorm places the control in the hands of the business users - the process owners who best understand how their departmental processes run."
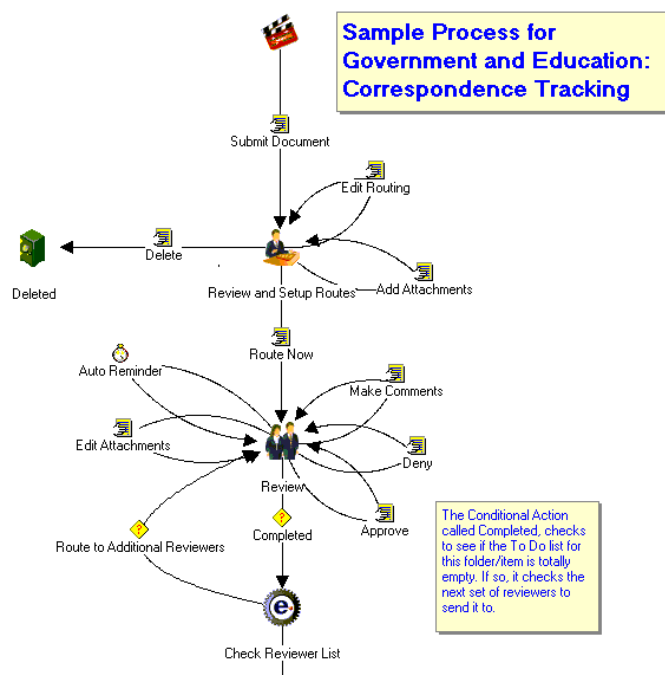
– Hurwitz Group

e-Work = Competitive Advantage

Keep staff focused on their core competencies. With many of their process tasks automated, employees spend more time on what you really hired them for.

Integrate processes with the enterprise for peak functionality. Using e-Work's Designer, acclaimed as "Best in the Roundup" by CRN magazine, developers take the process skeleton and create solutions that involve integration with email clients, enterprise directories, HR systems and other databases to give processes maximum functionality.

Enhance corporate culture. Cited by Forrester Research as "best for processes that depend on human interaction," e-Work brings a level of cohesiveness to organizations. It involves people in a process by presenting them appropriate information because at some point they are needed to make decisions about information.

Complete tasks faster without the burden of learning new systems. e-Work's personalized interface presents users with action buttons through contemporary and familiar email clients and browsers. Training is minimal, and use of the solution becomes a good habit.

Sample Process for Government and Education: Correspondence Tracking

The Conditional Action called Completed, checks to see if the To Do list for this folder/item is totally empty. If so, it checks the next set of reviewers to send it to.

Don't change your organization to fit a process.
e-Work's architecture provides the agility necessary for processes to reflect how they truly function in businesses – with many possible pathways, but no one is ideal because each can be unique. Processes are easily optimized or changed on the process map to accommodate changes in the business.

Extend the enterprise. Include customers, partners and suppliers in processes to lower logistical, sales and marketing costs, and also ease the expansion into new markets or areas of business.

Seize opportunities. Identify process bottlenecks and clear them in time to take advantage of opportunities to build the business. This way ROI is not only generated by cost savings, but by additional revenue.

Sample Process for Manufacturing: New Product Development Process
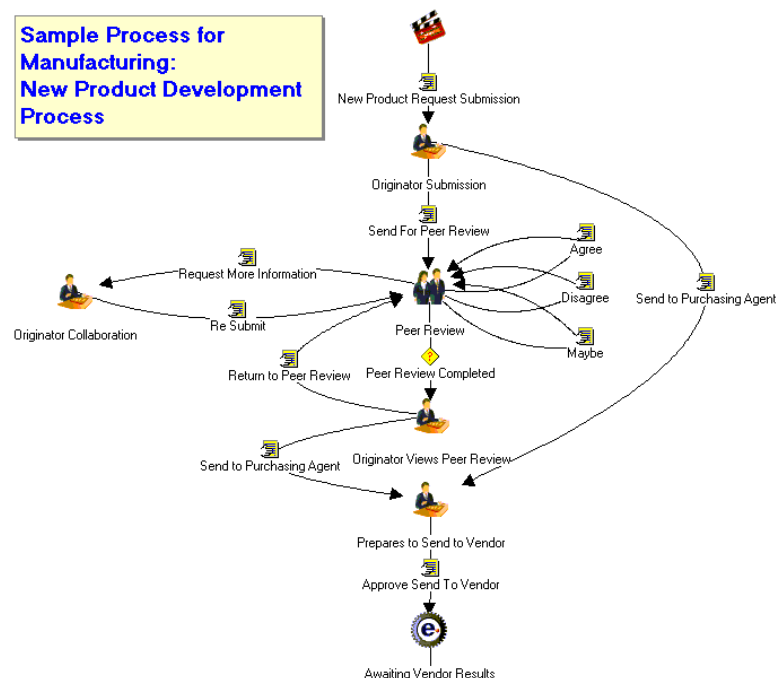
Metastorm e-Work.

Because a positive bottom line depends on efficient internal processes that lower costs, as well as productive processes that increase revenue and help the organizations grow. Four hundred customers can tell you how.

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